



NOV 13 1996

TO: Officials-in-Charge of Headquarters Offices  
Directors, NASA Field Installations  
Director, Jet Propulsion Laboratory

FROM: A/Administrator

SUBJECT: ISO 9000 Certification

NASA has developed a bold vision and challenging goals for the future. We lead the Federal Government in scientific and technological research and development. Establishing a permanent human presence in space, expanding the use and development of space in our solar system, and advancing knowledge and capabilities in science, medicine, technology, commerce, and the environment are just a few examples of areas where NASA has achieved technical excellence.

We are leaders in the world of science and technology. We must also be leaders in the world of quality. To this end, I am requiring that the Agency be third-party certified in our key processes, by an internationally recognized registrar, to ISO 9001. This commitment applies to all Centers and Headquarters. I am also expecting that all our suppliers will step up to this challenge. The Marshall Space Flight Center, Johnson Space Center, and Stennis Space Center should be certified no later than April 1998. The remaining NASA Centers and Headquarters should be certified no later than September 30, 1999.

I have asked the Office of Safety and Mission Assurance to facilitate this effort. They will be providing the necessary guidance and support to ensure that NASA is the preeminent Federal Agency for quality management.

A handwritten signature in black ink, reading "Daniel S. Goldin". The signature is fluid and cursive, with the first name "Daniel" being the most prominent part.

Daniel S. Goldin